

# Multi-Announcer



Model 299

**ANNOUNCER**


*With Ring Start port interface*

**Version 9.09**

## USER GUIDE

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## Read this first

When you are setting up the system, there are a few basic principles to be aware of.

### Menus

The system works via a series of menus—the display offers you a number of options, to be selected by pressing a button. When you press a button, you may see another menu, inviting you to choose a further option. When you first switch the system on, the display shows software version followed by the size of installed memory. After a period of 10 seconds, by default, the display shows port status. By pressing the # button a tone is played, (*this tone indicates that the announcement for port 1 has not been recorded*) followed by ‘pips’ to indicate that you have the Initial Menu, which looks like this:

A ‘pip pip’ tone is played indicating that you are now in the initial menu

1-Rec 2-Play
3 Assign to port #

What this means is that you can press:

- 1 to record or re-record an announcement
- 2 to play an announcement
- 3 to set to play, select and assign an announcement to line.
- # to see the 2nd menu

\* sets port 1 to answer calls with the number of calls received default display.

*Note: the announcement for port 1 is played for confirmation before the default display.*

*Pressing \* again will force it to go to the number of calls received default display without waiting for the end of the announcement.*

**Function displays** When you have pressed a button to select a function from the menu, the display may prompt you to enter some data.

If you need to enter an announcement number, etc., the display offers you a default value—usually the lowest possible one, e.g. Announcement 1. The number you can change now is blinking to indicate that you can press a new digit. Alternatively, if you want to accept the value shown, just press the # button. If the number you enter is invalid the announcer will offer a corrected value or ignore it and wait for you to press a valid digit.

After a time out period of 30 seconds, by default, the display shows the port status or time and date with the number of calls received, then by pressing the # button the currently assigned announcement is played. Press the # button again to return to the Initial Menu. Pressing the # button yet again will give you the 2nd Menu. While the 2nd menu is shown, pressing the # button again will show the port status abbreviations then pressing # again puts port 1 into the standby mode ready to take calls with the status of all ports displayed; alternatively, you may press the \* button to return to the Initial Menu.

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### Setting the time and date

Hold handset press #, the announcement starts to play. Press # and # again. From the 2nd menu press 8 for time

Enter current time in 24 hour format.  
Press # to complete.

Enter new time
hh mm

From the 2nd menu press 9 for date

Enter current date. Press # to complete.

Enter new date
dd mm yy

## Record Announcements

Hold handset press #, the announcement starts to play, press # again From the main menu press 1 for record

Enter announcement number or press #  
to accept the one offered.

Ann 1 Record
1..9-?      #-start

*or if the announcement exists.*

Enter announcement number or press #  
to accept the one offered.

Ann 1 Re-record?
0..9-?      #-start

*After the tone, speak clearly into the handset*

Press # to stop

Ann 01 Recording
free 512      #-stop

*Shows the free seconds of recording time  
available to you*

*Pressing # automatically plays your recording.*

Key in announcement number  
or press # to assign to port  
  
or \* to return to main menu

3 Playing Time 12
1..63      #-Assign t→
3 End 12 seconds
1..63      #-Assign t→

*Shows the duration  
in seconds*

*The announcement being played is offered for assignment to port.*

Enter the port number or press # to ac-  
cept the one offered.

Assign Ann 01
to line 01 #-accept

*The announcement is assigned to port.*

---

## Playing or Assigning Announcements

Hold handset press #, the announcement starts to play, press # again, From the main menu press 2 for play or 3 for assign.

Key in announcement number  
or press # to assign to port  
  
or \* to return to main menu

3 Playing Time 12
1..63      #-Assign t→
3 End 12 seconds
1..63      #-Assign t→

*The announcement being played is offered for assignment to port.*

Enter the port number or press # to ac-  
cept the one offered.

Assign Ann 01
to line 01 #-accept

---

## Free recording time available

Hold handset press #, the announcement starts to play, Press # and # again. From the 2nd menu press 1 for size.

To return to 2nd menu, press # twice.

Free memory size
523 seconds      #→

*if you make a mistake, press\* button to go back and correct it.*

## Changing the Default display

To change from Port status default display:

Port	1	2	3	4	5
Status	r	t	t	t	t

press #, the announcement starts to play, Press # . From the 1st menu press \* and \* again

To change from Number of calls received default display :

16: 15 Wed 15 Mar 95
0 calls

*A one second tone is played when the announcement for this port is not recorded. You will not see this display, the 1st menu will continue to show.*

press #, the announcement starts to play, Press # and # again. From the 2nd menu press # yet again

0=Online r=RingStart
t=TMOM s=LoopStart #→

press # once more

Port status default display

Port	1	2	3	4	5
Status	r	t	t	t	t

---

## Erasing Announcements

Hold handset press #, the announcement starts to play, Press # and # again. From the 2nd menu press 5 for Delete

Enter announcement number or press # to accept the one offered or \* to quit

Ann 01 delete?
*-no # -start

Press #, the next announcement will be offered.

Ann 01 deleted
#→

---

## Version and revision of software

Hold handset press #, the announcement starts to play. Press # and # again. From the 2nd menu press 1 for *Size* then #

To return to 2nd menu, press # .

Ring Start V9.09
M299 1..5 Ports #→

---

## Total count of calls received

Hold handset press #, the announcement starts to play. Press # and # again. From the 2nd menu press 2 for Reset Calls

Press 0 to zero, then # ; or just \* to return to 2nd menu.

Total calls 000000
0-reset to zero

*if you make a mistake, press\* button to go back and correct it.*

### Enable number of announcement plays for each caller

Hold handset press #, the announcement starts to play. Press # and # again. From the 2nd menu press 3 for Enable

To **review**: press # then repeat pressing # until you are satisfied, then press \* and \* to quit.

To **change**: press 0..9, press #; select start of range, press #; select end of range, press #; select plays for next range or press \* to quit.

*The display will not change if all ports are the same when reviewing*

ports 01..5  
will play 1 times

The default setting is 1.

0 stops answering  
9 repeats playing forever  
1..8 plays the number of times shown

---

### Key code for remote control

*This enables remote callers to dial # followed by this key code to gain control of the Multi-announcer.*

Hold handset press #, the announcement starts to play. Press # and # again. From the 2nd menu press 7 (hidden key) then 3 for Key Code

The key code can not be **reviewed**.

To **change**: press 4 digits, only press # when you have memorised it, or press \* to quit and continue to use the old code.

0000 = key code  
remember? \*-no #-yes

---

### Security level for remote control

*This enables a legitimate remote caller to regain control after 3 or more illegitimate attempts have been made to break the code.*

The default setting is 3.

Hold handset press #, the announcement starts to play. Press # and # again. From the 2nd menu press 7 (hidden key) then 4 for Security

To **review**: press # then press \* to quit.

To **change**: Select level, press #

Sets the number of correct key code entries required after 3 false entry attempts.

03 Remember this  
level? \*-no #-yes

---

### Setting the required ringing signal duration before answering

The default setting is 0

Hold handset press #, the announcement starts to play. Press # and # again. From the 2nd menu press 7 (hidden key) then 1 for RingTime

To **review**: press # then press \* to quit.

To **change**: Select time, press #

RingTime = 00 secs  
0..99

---

*if you make a mistake, press\* button to go back and correct it*

### Remote control of the multi-announcer

Call the remote control port . Listen for the announcement then press #, you will now hear silence. Enter your key code, when correct you will hear 'pip pip' tone played. You can now select any of the functions from the main menu. The 2nd menu is not available via remote control:

1 to record or rerecord an announcement;

2 to play an announcement;

3 to assign an announcement to line. (To avoid a remote control lock-out, announcement number 0 can not be assigned remotely)

**Only ports 1 or 2 may be used for remote recording when set to Ring Start configuration. Other ports may only play or assign announcements.**

---

### Record Announcements Remotely

Press 1 for record

Enter announcement number or press # to rerecord announcement 1.

*After the tone, speak clearly into the handset*

Press # to stop

*Pressing # automatically plays your recording.*

Press # to assign the announcement to port

or \* to return to main menu

or key in another announcement number to play

*The announcement being played is offered for assignment to port.*

Enter the port number

or \* to return to main menu

or just press # to accept the default port.

*The default port number will correspond with the announcement number*

*i.e. port 1 is announcement 1, port 5 is assigned announcement 5*

*When the assignment is complete you will hear 'pip pip' tone played.*

*You can now select any of the functions from the main menu.*

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### Playing or Assigning Announcements Remotely

Press 2 for play

or 3 for assign.

Key in announcement number

or \* to return to main menu

or press # to assign the current one to port

*The announcement being played is offered for assignment to port.*

Enter the port number followed by #

or \* to return to main menu

or just press # to accept the default port.

*The default port number will correspond with the announcement number*

*i.e. port 1 is assigned announcement 1, port 5 is assigned announcement 5*

*When the assignment is complete you will hear 'pip pip' tone played.*

*You can now select any of the functions from the main menu.*

## Introduction to your multi-announcer

*Read this section to get an overview of how your M299 multi-announcer works.*

*This section also contains some important information about conditions for installing and connecting the unit*

When the power is first connected to the M299 multi-announcer, the default configuration is: ports 1..5 = Ring Start. The configuration for port 1 may be changed from Ring Start to Loop Start without changing the hardware link positions. Changing the configuration to or from TMOM requires the hardware links for port 1 to be changed before resetting the port type to or from TMOM. Changing ports 2,3 or ports 4,5 to or from TMOM type requires the corresponding interface card to be changed before resetting the port type, as the hardware configuration is set during manufacture.

The Ring Start configuration may be connected to a normal analogue telephone line connected an extension port of a PBX.

The Loop Start configuration can only be connected to analogue RAD port of a PBX for providing announcements such as for call queuing with an automatic call distribution system.

The TMOM configuration can only be connected to a Siemens PBX fitted with a TMOM interface cards to provide synchronised announcements such as for call queuing with an automatic call distribution system.

## Features and facilities

Your M299 multi-announcer gives you the ability to play up to 63 pre-recorded announcements to your callers. Each caller hears the relevant announcement from the beginning. These may be recorded, played or assigned to any of the 5 ports. The remote control access is via a 4 digit key code enabling recording, playing or assigning to port, any announcement from an extension of a PBX or over the public switched telephone system. A handset (only earphone and microphone) is plugged in to the back of the unit. 12 buttons on the front panel provide complete control. These buttons correspond with a telephone key pad so that the same buttons are used for both local and remote control. Features and facilities include:

- Automatic answering of incoming calls
- Callers hear the announcement from the beginning
- Up to 63 announcements
- Selectable time to answer from 0 to 99 seconds (Ring delay)
- Status of all ports displayed (configuration type and off/online )
- Display of announcement duration
- Display of free recording time available while recording
- Announcements may be repeated 1..8 times or play continuously
- Remote control from any tone dialling telephone via a user selectable 4 digit PIN code. Announcements may be recorded, played and assigned to any port remotely
- Audio in/outputs for recording from cassette tape recorder or CD player ( -10 dBm peak maximum input )
- Date and time display
- Call counter, allowing you to monitor the number of calls received
- The ability to take ports out of service at any time
- Solid-state (digital) storage of your announcements—4 or 8 minutes
- Battery back-up so that the system will not lose announcements if there is a mains power failure - 20 hours memory retention
- Mains powered via 240 V AC, to 9 V DC or AC, 500 ma adapter
- Size; width = 273 mm, depth = 237 mm, height = 50 mm
- Weight = 2.1 Kg

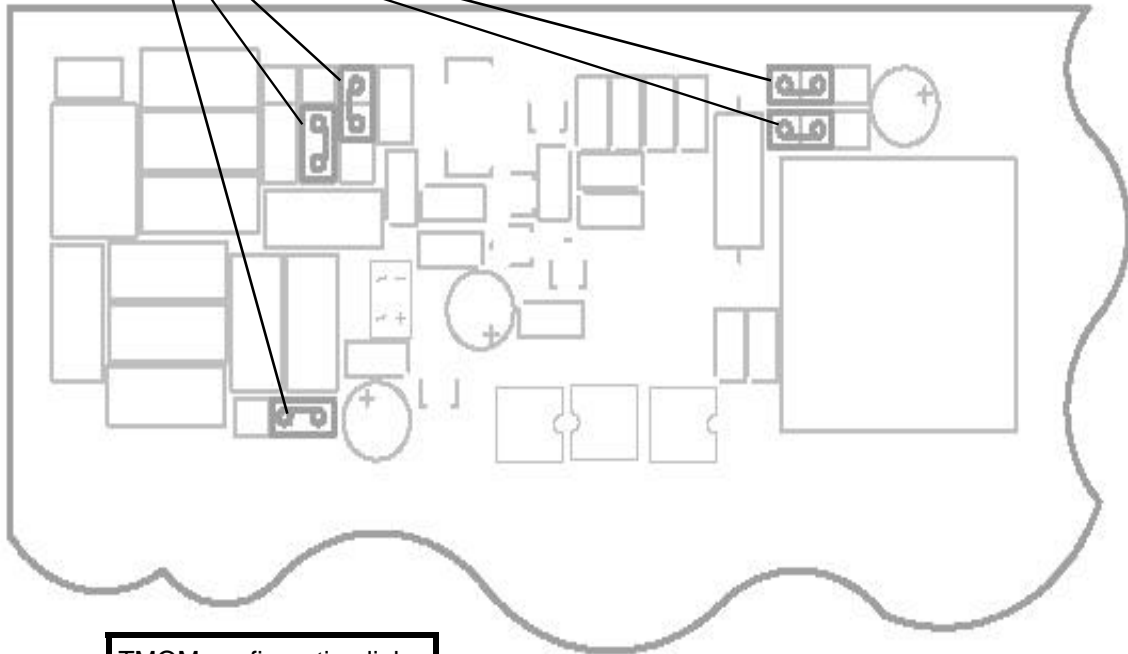
### **Changing links for port 1 to or from the TMOM configuration**

*This should only be done by a competent communications engineer.*

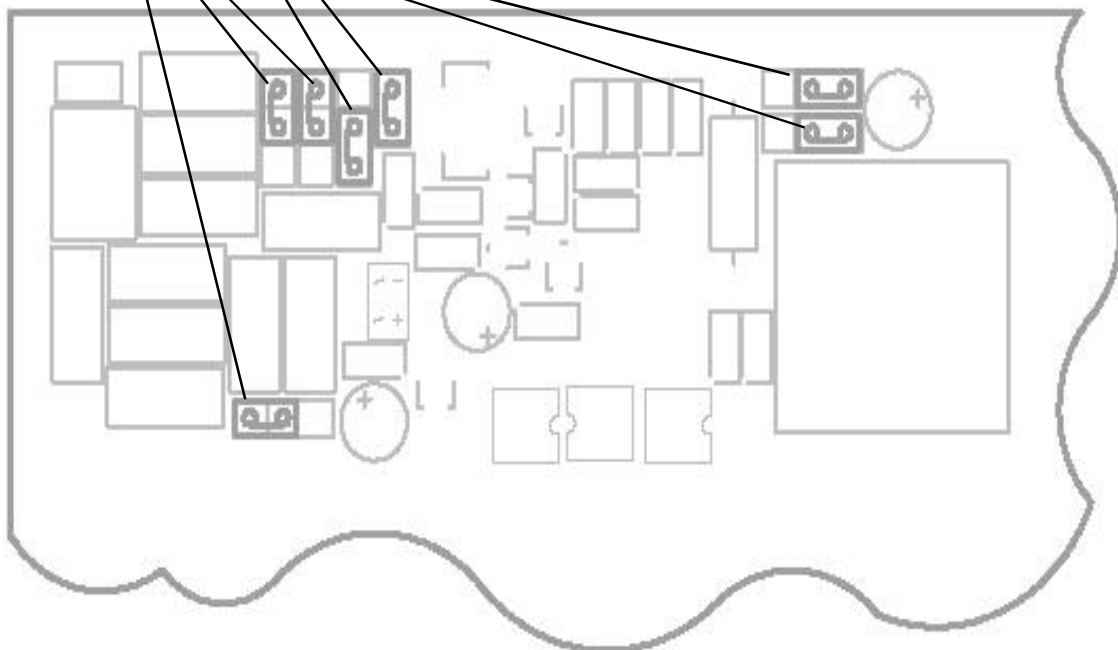
The hardware configurations settings for Ports 2..5 are made during manufacture, so they may only be changed by replacing the card for these ports.

Ring Start/Loop Start  
configuration link positions

*Replace the two spare links connected to only one pin of the header, when converting from TMOM to Ring Start/Loop Start configurations.*



TMOM configuration link  
positions



## Resetting Port Configuration

*This should only be done under the guidance of a competent communications engineer.*

Press # and # again. From the 2nd menu press 7 (hidden key) then 2 for Port Type

The default port is 0 to avoid accidental change.

To **review**: Select port or press \* to quit.

To **change**: Configuration press #

Port	0 = NotUsed
1..5	#-Change t→

Reset port to configuration type  
(Any current call will be cleared)

1-RingStart	2-TMOM
3-LoopStart	t→

Only change to or from TMOM if the hardware conforms. (Links for port 1 or the cards for ports 2..3)

To **Select next port**: press #

Reset completed for
Port 01 #→

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## Pin assignment for Ring Start and Loop Start configurations

RJ11 Pin No.	1	3	4	6
	Not used	audio 'a' wire	audio 'b' wire	Not used

## Pin assignment for Siemens TMOM configuration

RJ11 Pin No.	1	3	4	6
	control 'c' wire	audio 'a' wire	audio 'b' wire	control 'd' wire

## Safety information

Please be aware of this important safety information before you install or operate your multi-announcer.

Only connect the socket marked 'Port' via a lead —such as the one supplied with the unit— to telephone network voltages.

Only a handset with earphone and microphone —such as the one supplied with the unit—is to be connected to the socket marked HANDSET.

You can connect an external audio device, such as a tape recorder, to the AUDIO IN and AUDIO OUT sockets. Any such external equipment must not present voltages higher than 42.4 V peak ac., or 60 V dc. If you are not sure whether your equipment is suitable, you must ask the advice of a competent engineer before making the connection.

If you make any other type of connection you may damage the unit and make it unsafe.

Your multi-announcer is supplied with a mains power adapter suitable for connection to a 240 V AC mains socket (standard in the UK). : however, if you need operation outside the UK. please contact your local agent for a suitable power unit which must be approved to EN60950 European standard for safety.

# Installation

## Choosing a suitable site

The unit should be installed on a level, solid surface, where:

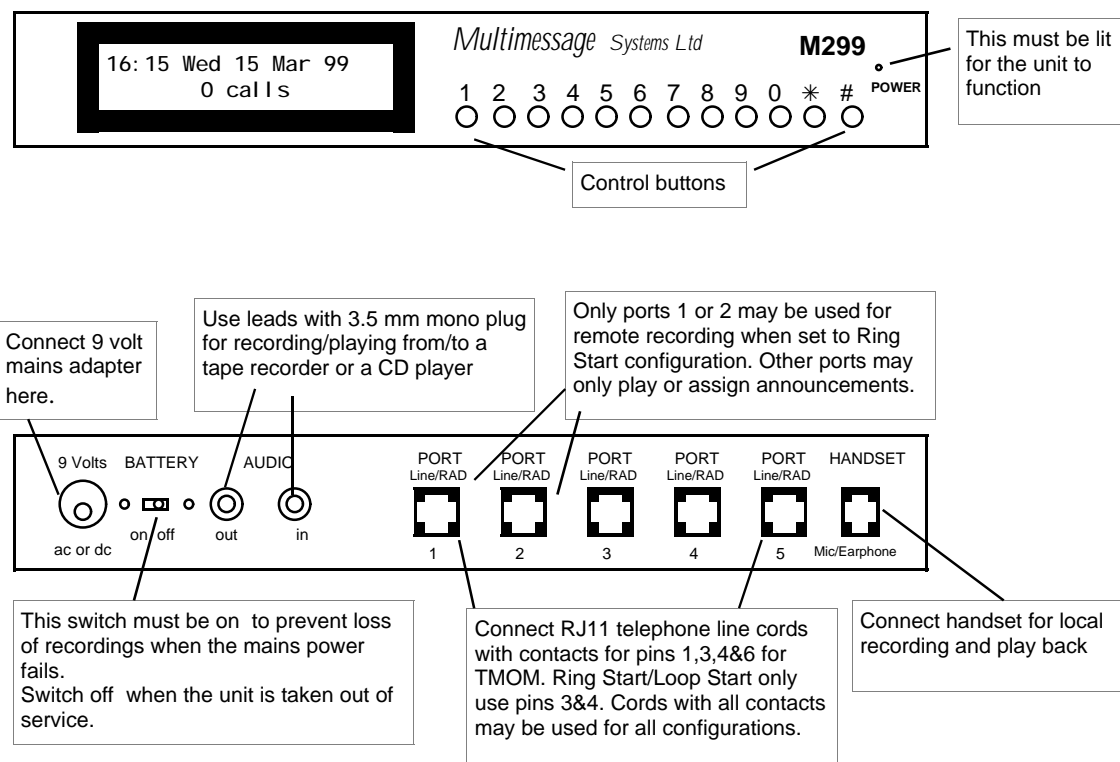
- the power supply unit lead will reach a 240 V AC switched mains socket, preferably with a guard fitted so that it cannot be accidentally switched off
- you can easily see the display (preferably at head height)
- the unit is away from direct sunlight or heating appliances
- air can circulate around the unit (allow at least 10 mm clearance all round)
- the temperature is maintained between 0°C and 40°C
- the unit is away from water or corrosive chemicals, particularly salt spray
- there is a minimum of background noise, so that you can record your announcements satisfactorily
- the telephone line cords will reach your telephone line sockets

## Unpacking the System

When you unpack the system from its box, you will find:

- the M299 multi-announcer
- telephone line cords
- Handset
- this User Guide

## Identifying the parts



## Installation procedure

Please make sure you follow these steps in the correct order, and that you have read the safety information.

1. Carefully remove the unit from its plastic bag.
2. Plug the handset in to the rear socket marked 'HANDSET'
5. Plug the telephone line cords into the sockets marked 'PORT' on the rear of the unit. .
4. Plug the power unit lead into the socket marked '9 Volts' at the rear of the unit.
5. With the switch on the mains socket set to OFF, plug the power unit into the socket. Switch on at the socket.
6. Watch the display and check that it shows the correct information as follows -

The unit checks the size of installed memory and displays something like this:

Ring Start V9.09
M299 1..5 Ports #→

The display shows software type and version loaded on your unit and then after about 5 seconds changes to:

Free memory size
523 seconds #→

The display shows the total recording time on your unit and then after about 10 seconds changes to:

Port status default display

Port	1	2	3	4	5
Status	r	t	t	t	t

Press any button, 1 second tone followed by 'pip pip' tone is played. The display now shows:

The 'pip pip' tone indicates that you have the initial menu

1-Rec	2-Pl ay
3 Assign to port	#

*The 1 second tone is played when the announcement for this port is not recorded.*

Switch the battery switch to the on position.

***If the announcer is ever taken out of service for more than 24 hours this switch must remain in the off position.***

You are now ready to set the system up to answer your callers. Go to ***Read this First*** on page 3.